

HOSPICE PETERBOROUGH

ANNUAL REPORT

2017-2018



Supporting you through serious illness and grief.

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Allyson Lucas, Dr. Brian Nichols, and Cheryl Wood, *Children's Program*

The Next Chapter

By: David Kennedy, *Supportive Care Counsellor*

Many individuals in Peterborough City and County helped to build the first chapter of the Hospice Peterborough story, often referred to as "OUR Dream." The chapters that followed, the early beginnings, were difficult but filled with resolve, dreams and great hope. Each successive chapter built on the previous one to create the Hospice Peterborough of today. Some 30 chapters later we stand on a solid foundation for the future.

This next chapter will be lived with vision, opportunity and optimism. Many Hospice champions will help write the experiences of living and dying that we, as an organization, have never had the privilege of composing until now.

Every day in my work as the Supportive Care Counsellor on the Palliative Care Community Team, I engage in the stories of people's lives where the next chapter is often being faced and explored with great hesitation, and sometimes great fear.

Our donors, clients, community partners and volunteers are all helping to compose the next chapter of Hospice Peterborough. Bricks and mortar are very visible, but the

construction project is only part of the next chapter. The truth is our entire community is also helping to write the next chapter in people's life stories. This is the real heart and soul of Hospice work.

I envision life as a narrative – every story is part of another story and another; and while they interact and intersect, each story is unique, necessary and significant. We

connect through stories, and I'd like to share a story of my work.

Ted, (*not his real name*) was a 66 year-old man who worked as a professional in the

academic world for much of his life. He was successful and loved his work. His diagnosis of pancreatic cancer robbed him of his ability to work, and much of his circle of support - for various reasons. When I first met Ted, he was despondent, depressed and in incredible pain - physically, emotionally and spiritually. For Ted, life was a struggle in so many ways.

We struck a good connection and during our second visit, I asked him to do something; to take a week and think about his life as a book and to write down the chapter titles of his story. He was free to choose where to

“...this chapter has some great meaning for me and has given me an understanding that I have never before experienced.”

begin and what to include, but he needed to decide on the chapter titles. The next week he could hardly wait to talk about his life and explain and explore the significant chapters that he identified. When he finished he said to me, "Now what?" "Now," I said to him, "this week I want you to write the next chapter. What is the title and what is the content?" The next week he was not quite as excited as the week before but he said this, "David, I figured it out on Wednesday that you were making me face the idea that there actually is another chapter. And while I was angry at first, I realized that it is true, that I do have another chapter in me before I die and maybe I can have some control over what that might look like."

At the end of that session, we agreed that each week he would share a piece of his writing about his next chapter and I would read him a piece of writing about my own chapter. The second last time I saw him he said to me, "This is some of the best time of my life

and I know I can't explain that to my family but this chapter has some great meaning for me and has given me an understanding that I have never before experienced." Ted died two weeks later.

With the support of our community, Hospice Peterborough has taken a courageous and exciting step into our next chapter, made possible by people who have helped write this next chapter for future Hospice clients. It is humbling and a great honour to be part of this transition.

The staff at Hospice Peterborough feel privileged to be involved in people's stories and this exciting new chapter. Sir Isaac Newton said, "If I have seen further than others it is because I am standing on the shoulders of giants." We at Hospice Peterborough have been able to achieve much because we are standing on the broad shoulders of clients, donors and volunteers.

Programming Update

By: Natalie Warner, Manager of Community Programs

Our annual report is a bit like a birthday in that it marks another year – and offers an opportunity to celebrate and honour what has gone before, and to look ahead at what is to come. It has been a busy year for the Community Programs at Hospice Peterborough. We've had a year of new beginnings, continued work, and planning to get ready for the new Hospice and the potential that new space holds.

New beginnings include: the formation of a Suicide Survivors Group, restarting the Teen Grief Support Group, and new leadership for the Women's Support Group and Caregivers Support Group, through the hiring of Grief and Wellness Coordinator, Anne-Marie Peters. Another new beginnings was the formal start of the Palliative Care Community Team (PCCT) with existing staff David Kennedy stepping into a new role as Supportive Care Counsellor and Ann Wannamaker becoming a Palliative Navigator. We also added new PCCT staff, who are now celebrating their first year with Hospice: Amy Watson, Intake Coordinator and Linda Kehoe, Palliative Navigator. This year funding from the Central East Local Health Integration Network (CE-LHIN) increased by 40% to support new programming and program management.

Continued work includes all of our wonderful

support programs: Grief Recovery Groups facilitated by Lyle Horn with support from trained volunteers, Bereavement Lunch or Grief Chat for the recently bereaved, children and teen support, the Gentle



Child building a memory box during Children's Grief Group.

Exercise program and the Walking Group. Continued work also means ensuring that all the community services we offer operate to the same capacity they always have, without being overtaken by the efforts necessary to get ready for Hospice's new home at 325 London Street. Work for the new hospice includes developing policies, procedures and programming, and planning the new space so that it will offer a welcoming feeling for clients and community. All of

our programs and services are being aligned with the accreditation guidelines developed by Hospice Palliative Care Ontario so that we will be ready to undertake accreditation a year after the move.

We are also fortunate to see much happening provincially – the Ontario Palliative Care Network (OPCN) and Health Quality Ontario (HQO) are developing Palliative Care Quality Standards to ensure that consistent evidence-based approaches to palliative care are part of palliative care across the province, regardless of where the client lives. Quality Standards inform organizations about what high-quality health care looks like but they don't include specific strategies.

Hospice Peterborough is fortunate to have been chosen to work with the CE-LHIN in a provincial quality improvement collaborative called IDEAS (Improving and Driving Excellence Across Sectors), designed to test strategies that help organizations align services with the Quality Standards. Our project is focused on helping clients identify their goals and improving communication among the circle of care. This work will help clients and Hospice's current services and care of the client after they are in the Hospice Residence.

And, if annual reports are like birthdays, we should be allowed to blow out the candles and make a wish. Our big wish for next year is that it will appear to our clients that the services they rely on in the community are unaffected by the chaos of the move and that everyone, clients, volunteers and staff are as comfortable in the new space as they are in our current building.



What a Year It's Been - Building Your Community Hospice!

By: Linda Sunderland, Executive Director and Todd Barr, Transition Team Lead

This year has been full of twists and turns as we move towards opening the new Hospice Peterborough building at 325 London Street. In spring 2017, staff and volunteers became more aware of the seriousness of the problems we faced with our old building on the site and realized that we needed to make some difficult decisions. Under advisement of our expert consultants and building team, we were directed to explore two options with regards to the old Victorian home on the property.

Option 1: Retain the old house, remediate all known concerns, and renovate as planned, not knowing what other issues might arise.

Option 2: Demolish the old house and rebuild on

the existing footprint; creating one seamless building.

After understanding the severity of the issues and meeting with the City Planning Department, our legal counsel, architect Michael Gallant from Lett Architects and Craig Mortlock from Mortlock Construction, and much careful consideration, our Care Centre Development Committee and Board of Directors made the decision that we should proceed with the demolition and new build option.

Over the summer we revised our construction contract and started work on the new designs. Hospice also applied for \$2M in newly announced funding from the Ministry of Health to support these changes.

In September, before demolition of the old house, Hospice hosted a "Tie Your Ribbon" event at the construction site to remember and celebrate the impact Langton House had on those who may have lived, worked, visited or admired the home. Those in attendance were invited to 'tie a ribbon' to the construction fence to recognize and give thanks to the building.



Founding Hospice Peterborough member Goodith Heeney adds a ribbon at the "Tie Your Ribbon" ceremony. Photo Credit: Lance Anderson, Metroland Media

In October, the Ministry of Health announced Hospice Peterborough would receive \$2M in one-time enhancement funding for Residence operations and fittings, furniture and equipment. This wrapped up the *Every Moment Matters* campaign!

In late November and early December, the new build designs were revealed to the community and well-received. The innovative new design created by Lett Architects renewed our excitement and will offer new opportunities to serve our clients and families. The two level building design matches seamlessly with the Hospice Residence, including a common entrance, enhanced outdoor space, and improved accessibility. During this time, the concrete foundation for the new build portion was laid.

The delay in construction caused a shift in focus, but care and service planning for the new Residence resumed in January 2018. A Hospice Residence staffing/model of care working group convened and



Ministry of Health \$2M Funding announcement. Pictured (l to r): Peterborough City Councillor Gary Baldwin, Peterborough County Warden Joe Taylor, Former MPP Jeff Leal, Hospice Peterborough Executive Director Linda Sunderland, Central East LHIN Board Member Louis O'Brien, and Hospice Peterborough Board President Brian Higgins

work began on outlining the nurse-led model of care, and job descriptions for Medical Director, Manager of Hospice Residence and RN's. As a new Hospice program, the Residence will provide person-centered, around the clock professional care for people in their last two weeks of life. We also started working closely with other hospices in the Central East LHIN who are developing hospice residences in their communities. We are focusing on Hospice Palliative Care Ontario's standards for residential hospice to ensure Peterborough's Hospice Residence will offer excellent end-of-life care.

In February, the lower level of Heeney House started to be framed in. Work also continued on Residence program job descriptions and model of care. Goals were established to hire a new Medical Director by May 2018 and a new Residence Manager by June so they could start in September. In March, the framing of the main level of the entire building began (i.e. The Hospice Residence & Heeney House).

We are eternally grateful for support from donors, volunteers, staff, the City of Peterborough, the County of Peterborough, the Central East Local Health Integration Network, the Ministry of Health, and many others too numerous to list here. Together we are building a legacy of care for our community.



Volunteers - the Heart of Hospice Peterborough

By: Paula Greenwood, Volunteer Coordinator

It takes a special person to volunteer at Hospice Peterborough. It begins when they take that first step with a phone call or a message to express their interest. As we move through the next steps we welcome them.

"You light the way," highlights the impact and results of volunteering at Hospice Peterborough. Once the match is made, whether assisting with a fundraising event, participating on a committee, being a home support volunteer, or a myriad of other roles, the magic begins to happen.

This magic lights the way for people like Joan whose story includes a life changed by the serious metabolic complications of a life-threatening illness. There are volunteers who take her grocery shopping and then help to prepare unique meals based on her very strict diet, so she can safely eat. Her trust and appreciation for those volunteers has grown

with time and she appreciates the wonderful support that goes far beyond the food.

In other examples, volunteers help light the way by ensuring that our signature events are successful in every way. There is always an opportunity for heart-felt stories and people willing to step up to enhance the experience for everyone.

As we prepare for our move, "up the hill," to the Hospice Residence and Heeny House, we are preparing for new roles and responsibilities for our volunteers. New positions will tap into the skills and experience of current and new volunteers. So much to look forward to!

It is a privilege for me to work with this amazing group of almost 300 people, and to have the pleasure of building an ongoing relationship with them as volunteers of Hospice Peterborough.



Hospice Peterborough Volunteers Cynthia McCormack and Robert Moreton at the 2017 Volunteer Appreciation event.

A Message from the President and Executive Director

By: Brian Higgins, Board President and Linda Sunderland, Executive Director

Looking back at 2017/18 it is clear that Hospice Peterborough faced some extraordinary challenges. But we continued to offer exceptional programming to our community, make enormous strides on program development, forge important partnerships, and nurture relationships.

Working with the Central East Local Health Integration Network (LHIN) and the Regional Palliative Care Steering Committee, we had the opportunity to provide feedback on the development of our regional palliative plan. Planning is critical to success, and as we finish the goals and recommendations in our current Strategic Plan we are looking to the next chapter.

We started the year facing the reality that things were not going according to plan at our construction site. We are grateful for the support of our community

partners, our donors and funders, and our incredible volunteer and staff team who offered guidance and excellent advice throughout our decision making process. We tried our best to keep everyone informed

and to be completely transparent throughout the process. With the help, flexibility and inventiveness of Mortlock Construction, Lett Architects, XBMC Consulting, the Ministry of Health and our own Care Centre Development Committee and project volunteers, this project

continues to move forward and the new Hospice Peterborough building will open in early 2019.

Our Board of Directors offered superlative leadership throughout the year. Their commitment to Hospice Peterborough and their vision is exemplary.

Driving everything we do are the people who walk through our doors needing support. We will continue to strive to meet their needs today and into the future.

"You can't stop the waves, but you can learn to surf."
- Jon Kabat-Zinn

Our year at a glance

April 1, 2017 - March 31, 2018



First Annual Anita Blackburn Memorial Golf Tournament



Original Flame BBQ



BEL Rotary Bike for Hospice Peterborough



Paul's Left Ball Five



100 Women Peterborough



St. Catherine Catholic Elementary School Spring Fling



And We're Off Gala 2017



And We're Off Gala 2017



15th Annual Hike for Hospice



15th Annual Hike for Hospice



4th Annual Handbags for Hospice



4th Annual Handbags for Hospice

Hospice Peterborough Year End March 31, 2018

STATEMENT OF FINANCIAL POSITION

	2018	2017
CURRENT ASSETS		
Cash and short term investments	\$4,082,171	\$4,058,694
Accounts receivable	125,569	111,317
Prepaid expenses	57,872	63,476
	4,265,612	4,233,487
CAPITAL ASSETS	4,372,633	2,404,892
	\$8,638,245	\$6,638,379
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$655,141	\$439,117
Deferred revenue	36,786	33,149
	691,927	427,266
FUND BALANCES		
Unrestricted	350,485	24,357
Invested in capital assests	4,372,633	2,404,892
Internally restricted	290,171	290,171
Externally restricted	2,933,029	3,446,693
	7,946,318	6,166,113
	\$8,638,245	\$6,638,379

STATEMENT OF OPERATIONS

	2018	2017
REVENUES		
Ministry of Health (CE-LHIN)	\$854,474	611,450
Grants	23,176	61,289
Donations and Bequests	1,880,642	2,755,217
Fundraising	178,467	182,378
Interest and investment income	29,854	19,303
	2,966,613	3,629,637
EXPENSES		
Remuneration and contract fees	928,829	856,818
Travel, training and association fees	38,353	33,097
Office, general and professional	97,272	101,881
Program and education	21,408	25,265
Fundraising	65,066	47,876
Amortization	35,480	18,839
	1,186,408	1,083,776
	\$1,780,205	\$2,545,861

**To access the complete 2017-2018 audited financial statements produced by Grant Thornton LLP , Chartered Professional Accountants, Licensed Public Accountants, please contact us at (705) 742-4042 or visit: www.hospicepeterborough.org/about/annual-report

YOU CAN MAKE A DIFFERENCE



VOLUNTEER

We need YOU! Contact Paula at pgreenwood@hospicepeterborough.org to learn more about current volunteer opportunities.



SHARE YOUR STORY

Read hospice stories at www.hospicepeterborough.org/hospice-stories and contact us to share your story because every story matters!



DONATE

Make your donation to support the 25 programs and services offered free of charge to residents of all ages in the City and County of Peterborough. To donate, please call 705-742-4042 or visit www.hospicepeterborough.org.